Kauai County Wireless E9-1-1 Status Report
March 1, 2010 – March 31, 2010

- ## PSAP Operations

9-1-1 Call Volume – March 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,085	1,125	36.5%	1,959	63.5%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	8,770	3,276	37.4%	5,478	62.6%	16	0.2%	1,666	19.0%
AVG PER MO	2,923	1,092		1,826		5		555	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – March 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
03/04/10 – 03/05/10	Sprint/Nextel (Connectivity Testing)	1	2	Kauai PSAP/Akimeka

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- ## PSAP Operations (continued)

03/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble. The projected completion date was pushed out to allow for the completion and testing of the rehoming and network upgrade project across the Neighbor Islands. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP.
03/01/10 -- Ongoing	Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Currently pending legislation is SB2695 and HB2542 - Transfer of Non-General Funds and HCR No. 281 -- Requesting an Audit of the Wireless Enhanced 9-1-1 Fund.
03/01/10 -- Ongoing	Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are under review.
03/01/10 -- Ongoing	Akimeka personnel continues to work with Wavecomm Solutions (formerly Pacific Lightnet) to resolve and clear an open trouble ticket for the Kauai Beach Hotel where no ANI/ALI is being sent on 9-1-1 calls. Kauai County PSAP is still waiting for a test date from Wavecomm Solutions to test with the hotel before the trouble ticket is closed.
03/01/10 -- Ongoing	Akimeka personnel continues to work with DLNR to establish an identification and location for the Polihale State Park callbox. This callbox and location will then be downloaded into the 9-1-1 database. Allen Hanike of DLNR is currently on leave and this information is pending his return on April 1, 2010.
03/05/10	Akimeka personnel shared information and websites highlighting National Public Safety Telecommunications Week, April 11-17, 2010, with the Neighbor Island PSAPs.
03/17/10 -- Ongoing	Akimeka personnel continue to work with the Neighbor Island PSAPs regarding the Safelink certification. Safelink is a program being introduced by Tracfone which will allow 80 free wireless minutes per month to qualified low income subscribers. The certification being requested is to document that Tracfone has provided letters from each of the wireless service providers they subscribe to and that 9-1-1 service will be processed equally between Tracfone and Safelink subscribers. Akimeka personnel is reviewing and will be providing the Neighbor Island PSAPs will a recommendation by April 15, 2010. Tracfone/Safelink would like to receive the cerfication from each of the PSAPs by April 30, 2010. If no certication is received, Tracfone/Safelink will self-certify and implement on May 13, 2010.

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- ## MSAG

Current Month – March 2010

2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	**67**	**65**	**30**	**0**	**18**	**14**	**3**	**162**	**2**	**0**	**0**
		Revised categories and report format changes effective April 2009.									

A total of 67 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of March 2010, 162 customer ANI/ALI records were corrected as a direct result of the 65 change requests made to the MSAG database. These corrections were made to conform with accurate GIS data. As such, this will ensure proper plotting and display for the dispatcher. There are currently no requests under Requested or Suspended status in 911Net and there are no issues on the monthly Intrado 701/709 report.

Additionally, a street name comparison was performed between the Street Centerline and MSAG databases to: 1) ensure all necessary streets listed in the street centerline exist in the MSAG database, and 2) identify any streets in the MSAG database unsynchronized with and/or not included in the street centerline database. All 266 issues identified were researched and necessary action taken. This comparison will be periodically performed to ensure continuous street name synchronization between the Street Centerline and MSAG databases.

There are no records in Suspended status as of March 31, 2010 – two consecutive months.

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	**143**	**140**	**73**	**3**	**31**	**26**	**7**	**357**	**3**		
AVG PER MO	**48**	**47**	**24**	**1**	**10**	**9**	**2**	**119**	**1**		
	(*) Applies to Change, Delete and Insert categories										

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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- ## Mapping Layers Updated/Loaded Into GIS – March 2010

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
KAUAI				
WSP Cell Towers				
Street Centerlines	03/23/10			
	03/19/10			
	03/15/10			
	03/11/10			
Address Points	03/23/10			
	03/19/10			
	03/15/10			
	03/12/10			
	03/08/10			
Psuedo Address Points				
Parcels				
Coastal Names	03/23/10			
	03/22/10			New layer created.
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
Hotels				
Medic Beat Boundaries				
Milepost Markers				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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- **Mapping Layers Updated/Loaded Into GIS – March 2010**
  (continued)

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
National and State Parks				
Plat Maps				
Points of Interest	03/12/10			
	03/11/10			New layer created.
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
	03/19/10			
Tsunami Evacuation Zones				
WiFi Sites				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Kauai County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

Current Month GIS Activities – March 2010

03/01/10   Akimeka GIS personnel changed the PowerMap configuration to display Police Beat boundaries when dispatchers "click" on a specific location. In addition, Akimeka GIS personnel created and submitted written instructions on how to perform the function.

03/03/10   Akimeka GIS personnel notified Kauai IT, Garret Johnson, via email that the FTP site had layers posted for downloading.

03/08/10   Akimeka GIS personnel started working on creating PowerMap Training videos for the Kauai County PSAP.

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- ## Service Requests Transactions

Open Service Requests – March 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
	TOTAL			911 Map		MSAG		Request Training		Suggestions	
2010	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**4**	**4**	**0**	**3**	**3**	**1**	**1**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions